

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**AUTO SERVICE TECHNICIAN  
PUBLIC WORKS DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs semi-skilled mechanical work related to maintenance of motor vehicles for the City. Employee reports to the Fleet Shop Supervisor.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for performing preventive maintenance, removing and replacing worn or broken parts, performing minor repairs, and maintaining records of work performed. Work is performed under general supervision of the Fleet Shop Supervisor and is evaluated through observation and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

- Performs preventive maintenance on vehicles.
- Tunes motors using standard testing equipment.
- Greases and changes oil and other fluids.
- Relines brakes.
- Repairs and replaces flat tires on vehicles up to 16 inches.
- Maintains records of service and repair work performed on vehicles, as required.
- Maintains shop area.
- Procures division parts (from vendors, etc.), as assigned.
- Assists with stock parts issue, as necessary.

**ADDITIONAL JOB FUNCTIONS**

- May make service calls, as required.
- Checks vehicles for service needed and prepares work reports.
- Assists in performing minor repairs, as on-the-job training.
- Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of the standard practices, tools, materials and equipment used in the repair and maintenance of motor vehicles.

Working knowledge of the operating principles of automotive engines and of the standard mechanical components of automotive and related equipment.

Working knowledge of the occupational hazards and safety precautions of automotive equipment repair work and large-scale shop operations.

## **AUTO SERVICE TECHNICIAN**

Skill in the use and care of tools, equipment, and materials used in the maintenance and repair of automotive and related equipment.

Ability to understand and follow oral and written instructions.

Ability to prepare and maintain simple records.

Ability to perform the manual labor associated with routine, mechanical repair work.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to read maps.

### **MINIMUM EXPERIENCE AND TRAINING**

High school diploma or equivalency supplemented by vocational training in automotive mechanics, with 1 to 2 years of auto service/repair experience preferred; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **SPECIAL REQUIREMENTS**

Possession of a valid driver's license issued by the State of North Carolina. Possession of a valid Class B Commercial Driver's License issued by the State of North Carolina or ability to obtain within six months of date of hire. Possession of North Carolina State Inspection On-Board Diagnostics License or the ability to obtain within six months of date of hire. Possession of all tools required to perform duties.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and basic concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

## **AUTO SERVICE TECHNICIAN**

Non-Exempt